MVA Microsoft Virtual Academy

Managing Office 365®Identities and Services

Microsoft

Anthony Steven | Principal Technologist, Content Master
Martin Coetzer | Portfolio Architect, Microsoft

Meet Anthony Steven | @cavalryc

- Principal Technologist with Content Master
  - 15+ years of experience in Microsoft Technologi
  - Exchange Server and Office 365 Subject Matter Expert
- Designed and wrote this course

Meet Martin Coetzer

- Portfolio Architect with the Microsoft Learning Experience team
- Responsible for Office 365, Exchange, Lync, SharePoint, Office and Dynamics certification portfolio
- Formerly a Technical Consultant with Microsoft deploying Microsoft technologies worldwide

Course Objectives

Managing Office 365 Identities and Services
01 | Prepare for the Office 365 Pilot and check the customer environment
02 | Manage users, groups and licenses in Office 365
03 | Administer administrator accounts in Office 365, manage passwords and apply Rights Management Services
04 | Plan for and manage the deployment of Office 365 clients
05 | Plan DNS settings for Office 365 and plan for Exchange migration

MVA jumpstart

Course Objectives

Managing Office 365 Identities and Services
06 | Plan for Exchange Online and configure DNS records for Office 365
07 | Administer Exchange Online by configuring anti-spam and anti-malware settings
08 | Plan, set up and configure SharePoint Online to meet business requirements
09 | Plan and configure Lync Online to meet business requirements
10 | Plan and implement Directory synchronization with password synchronization for on-premise account administration

MVA jumpstart

Course Objectives

Managing Office 365 Identities and Services
11 | Plan, implement and configure Active Directory Federation Services for single sign-on
12 | Monitor Office 365 and generate reports to ensure compliance with service level agreements

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Audience

Primary Audience

- Speciality: IT Professional
- Typical Job Description: Consultant
- Role: Implementer
- Responsibilities: Evaluating, planning, deploying, and operating Office 365 services, including its identities, dependencies, requirements, and supporting technologies
- Skill Level: 300

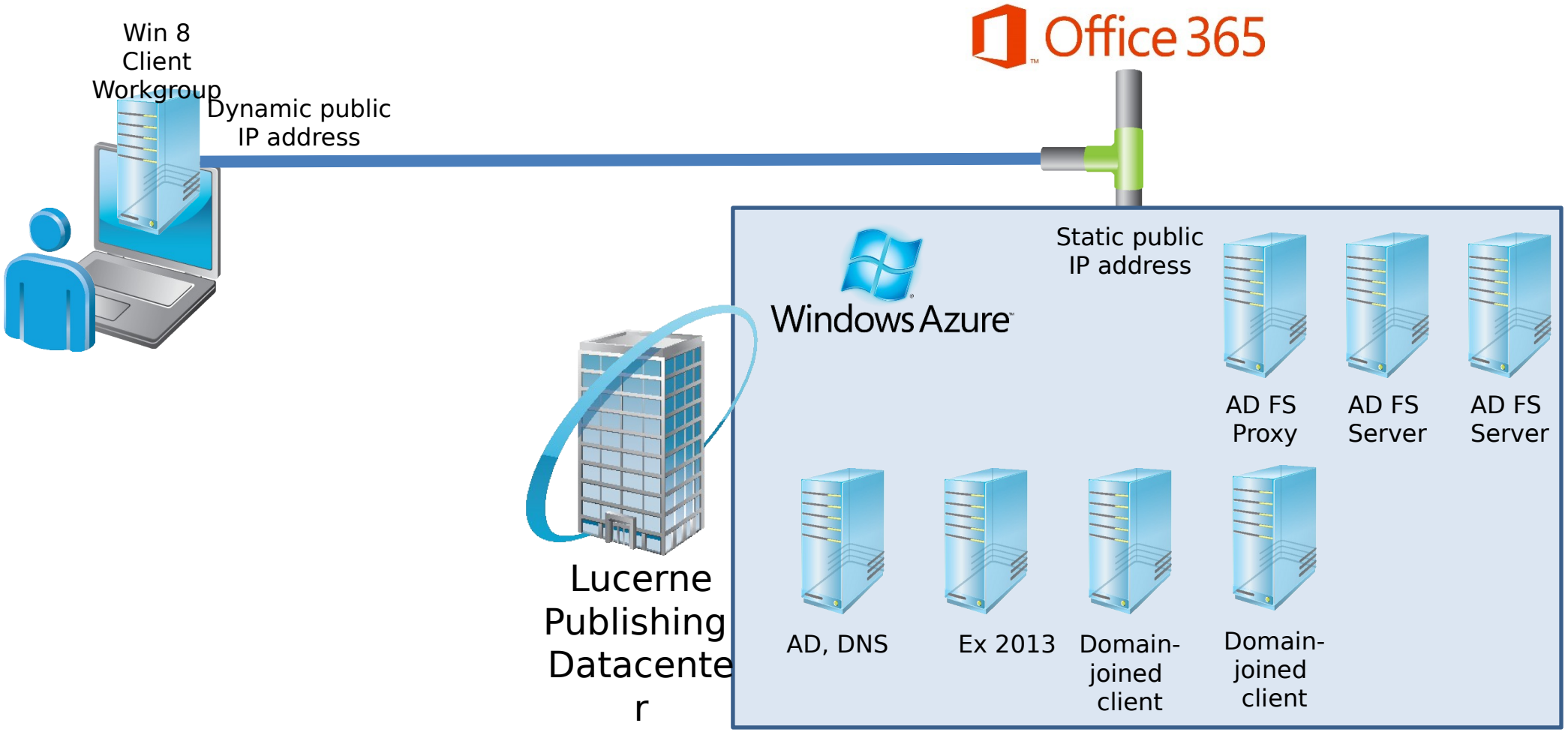
Secondary Audience

- Speciality: IT Professional
- Typical Job Description: Network Administrator, IT Manager
- Role: Administrator
- Responsibilities: Managing and maintaining Office 365, including identities, document protection, integration with on-premise directory services, and compliance with service level agreements
- Skill Level: 200-300

Labs Available

- Hands on Labs
  - 45-90 minutes each
  - Minimal install footprint (Windows 8 Virtual Machine)
  - Labs can be run from a client workstation or laptop with no VM
  - "On-premises" VMs run in Windows Azure
  - First Lab sets up the "on-premises" environment

Lab Hosting Environment



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- Microsoft Virtual Academy
  - Free online learning tailored for IT Pros and Developers
  - Over 1M registered users
  - Up-to-date, relevant training on variety of Microsoft products

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01 | Preparing for Office 365

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Module Overview

- Introduction to Office 365
- Planning a Pilot
- Provisioning Tenant Accounts
- Enabling Client Connectivity

Introduction to Office 365

Overview of Office 365
Core Components of Office 365
Optional Components of Office 365
Benefits of Office 365
Improvements in the Latest Office 365 Service Upgrade
The FastTrack Deployment Process

- Advantages of the FastTrack Approach

Overview of Office 365

Devices

- Fast and fluid experience with touch, pen, mouse, and keyboard
- Immersive touch-optimized Windows 8 apps
- Support for Windows phone, iOS phones, and Android phones

Cloud

- Office – on-demand, roaming, and up-to-date
- New cloud app development model
- Enterprise-grade reliability and standards

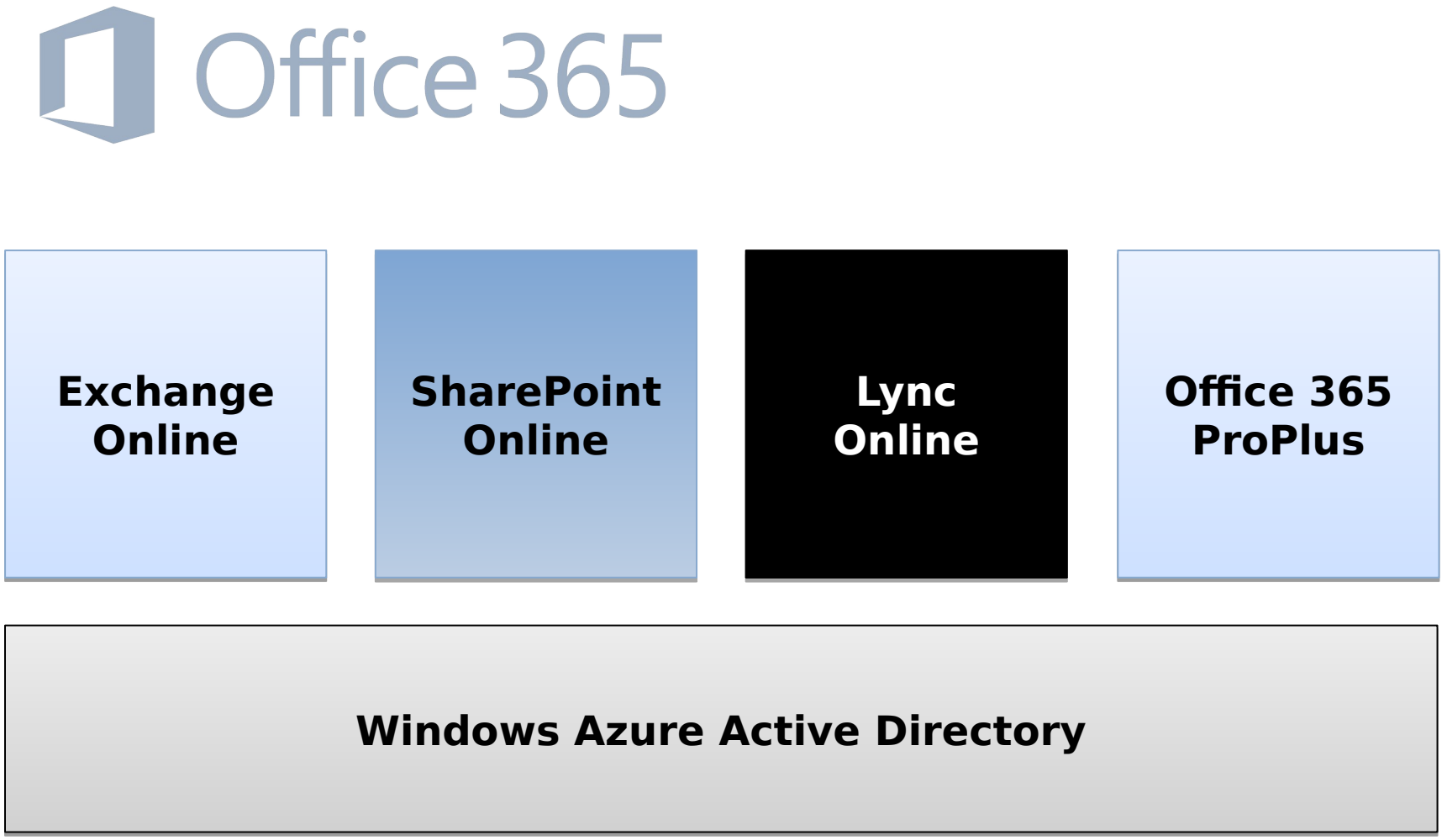
Social

- Newsfeeds and microblogging, extend with Yammer
- Pervasive social capabilities across Office
- Multiparty HD video and Skype federation

Control

- DLP, data retention, and unified eDiscovery
- Reimagined deployment model for Office apps
- Common management experience across Office 365

Core Components of Office 365



Optional Components of Office 365

Product	Plan	Includes
	SharePoint Online	Replacement of SharePoint as the primary enterprise social experience
Project	Project Pro for Office 365	Subscription version of Project Professional client software with roaming access and click to run
	Project Online	Online-only version of Project server, delivering enterprise project, program, and portfolio management
	Project Online with Project Pro for Office 365	Subscription version of Project Professional client with online capabilities of Project Online
Visio	Microsoft Office Visio Pro for Office 365	Subscription version of the advanced diagramming software, including roaming access and click to run
Microsoft Dynamics	Microsoft Dynamics CRM	Subscription version of Microsoft Dynamics CRM provides customer management information in the cloud

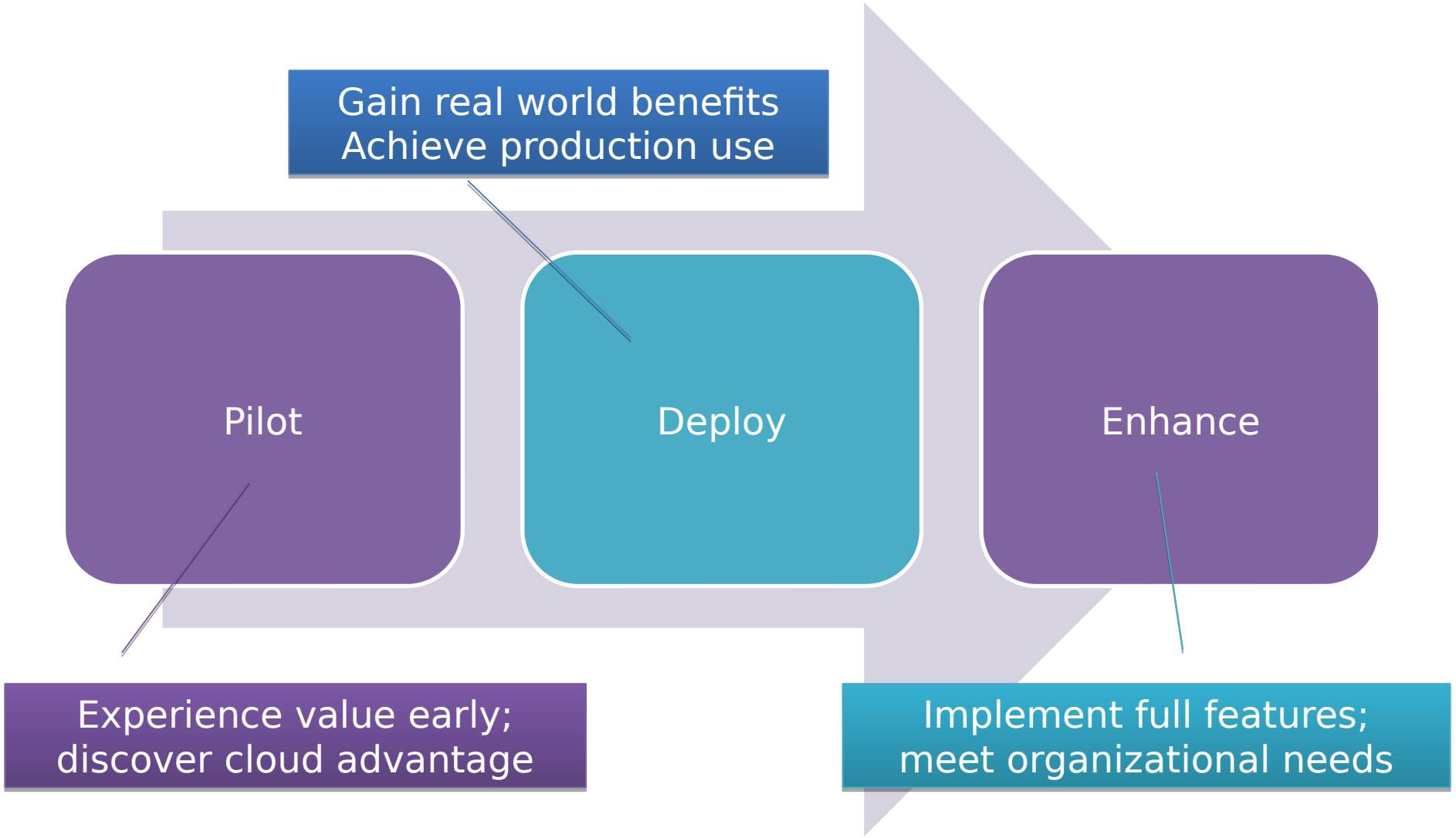
Benefits of Office 365

- Familiar and full Office applications are available online
- Advanced IT controls and configuration
- Optimized experiences for common devices
- Reliable services run at scale with a 99.9% SLA
- Continuous innovation
- Trusted service

Improvements in Latest Office 365 Service Upgrade

	Exchange Online	SharePoint Online	Lync Online	Office 365 ProPlus
Upgrade	Updated to Exchange 2013	Updated to SharePoint 2013	Updated to Lync 2013	Updated to Office 2013
Detailed changes	New Outlook Web App for mobiles Improved anti-malware Social media integration (Facebook and LinkedIn)	Better collaboration with external users OneDrive for Business with 25 GB storage for easier file sharing	New Lync Web App delivering HD video and VoIP from a browser One-click meeting access	Use of Office Online in OneDrive for Business and team sites

The FastTrack Deployment Process



Advantages of the FastTrack Approach

- No throw-away effort on a production pilot
- Full Office 365 user experience with minimal on-premises requirements
- Reduced time to value against effort invested
- Multiple data migration methods:
  - New mailbox, self-service, and IT managed
- Range of identity options:
  - Cloud IDs, synchronized IDs, password sync, and federated IDs
- Deployment portal with prescriptive guidance

Planning a Pilot

Initial Customer Analysis
Scalability Limits
Pilot Activities
Pilot User Planning
Pilot Outcomes

- Post-Pilot Activities

Initial Customer Analysis

- Industry sector
- Number and type of users
- Geographic spread and working patterns
- Device types and operating systems
- IT department size, location, and management style
- Workloads and migration requirements
- Management attitude to cloud services

Scalability Limits

Microsoft Exchange Online

Hybrid configuration supports single Exchange Organization only;
Limits on bulk email

Microsoft SharePoint Online

File upload limit – 250 MB;
Over 500,000 users – contact Microsoft Support;
No full-trust code

Windows Azure Active Directory

Windows Azure

DirSync with over 100,000 objects – contact Microsoft Support;
Caution with third-party directory services

Pilot Activities

1. Checking prerequisites
2. Setting up pilot domains
3. Adding users
4. Connecting existing email accounts
5. Setting up collaboration sites
6. Preparing pilot users
7. Testing the pilot
8. Running the pilot
9. Completing the pilot

Pilot User Planning

Select pilot users who are:

- Full-time employees
- Trained information workers
- Representative of the overall function of the company
- A mix of age, experience, and seniority within the department they work for
- Prepared to provide feedback on the pilot

Pilot Outcomes

- Provision the Office 365 service
- Create the initial users in the service
- Enable active use of email by pilot users
- Deploy Office 365 ProPlus to pilot users (if required)
- Enable user evaluation of Office 365 services
- Validate the service integration into the customer landscape
- Establish an Office 365 environment that can move to production

Post-Pilot Activities

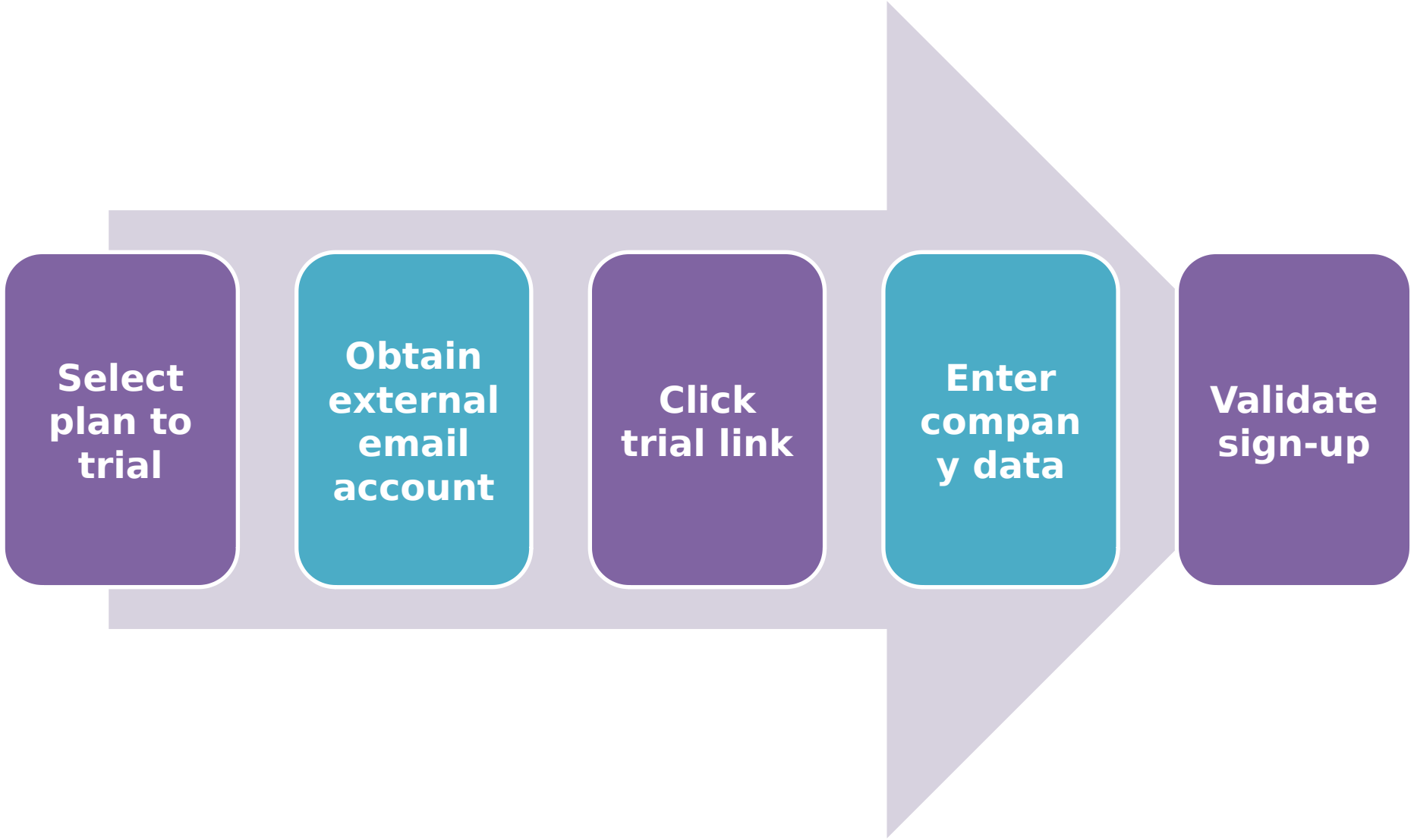
- **Extending the pilot**
  - Continue use pilot
  - Expand the scope
- **Planning for the Office 365 Service**
  - Service options
  - Identity planning
  - Mail migration planning
- **Planning the customer's environment**
  - Raise awareness
  - Plan for transition
- **Ending the pilot**
  - Returning the environment back to its original state
  - Identifying the reasons for non-conversion

Provisioning Tenant Accounts

Process for Creating a Tenant Account
Obstacles to Tenant Account Provisioning
Tenant Account Provisioning Errors
Demo: Services Provisioning Status

- Guidelines for Tenant Account Provisioning

Process for Creating a Tenant Account



Obstacles to Tenant Account Provisioning

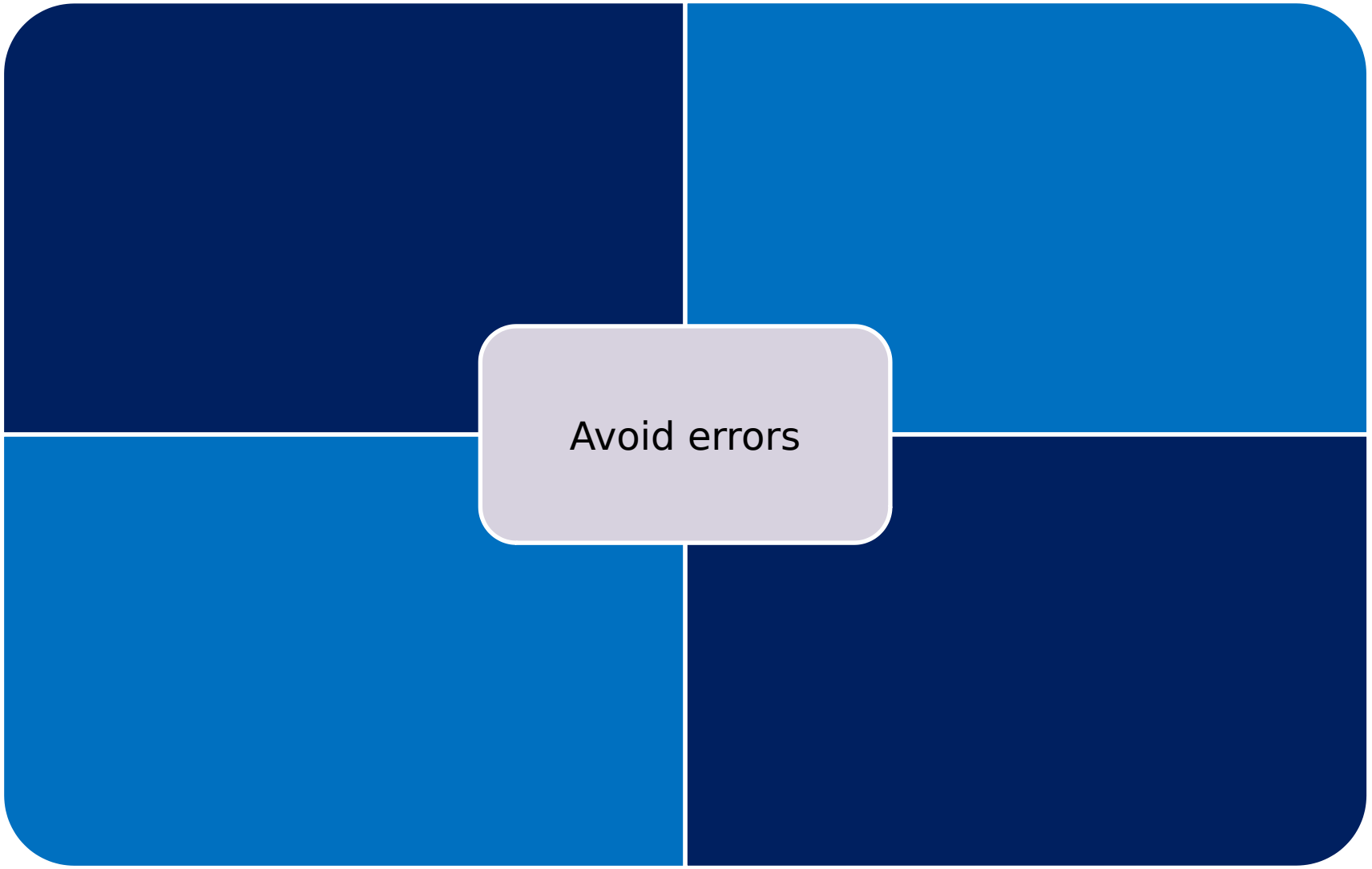
Issue	Remedy
Tenant name unavailable	Check that there is not an existing trial account for the organization or use another name
Offensive or restricted name with Government accounts	Do not use an offensive or restricted name associated with another government department
Domain name unavailable	Another trial account is in existence – close the trial account
Provisioning time	SharePoint can take up to an hour to provision – allow in timescales

Tenant Account Provisioning Errors

- Wrong tenant type (most common failure)
- Global Administrator name
- Identity of person signing up
- Correct tenant name
- Global Administrator password
- Global Administrator email address

Demo: Services Provisioning Status

Guidelines for Tenant Account Provisioning



Enabling Client Connectivity

Client Access Blocking Issues
Port, Caching and IPv6 Requirements
Office 365 Best Practices Analyzer
Demo: Office 365 OnRamp Tool

- Network Connectivity Factors

Client Access Blocking Issues

- No routing to the Internet
- No gateway address or gateway address incorrect
- No Internet connection
- Routing errors
- Host firewalls
- Ports blocked
- Authentication
- Latency

Port, Caching and IPv6 Requirements

- Ports and protocols
  - Ensure correct ports are open
  - Check for network traffic
- Third-party caching and filtering rules
  - Office 365 uses third-party caching for non-SSL traffic
  - IP-based filtering on these caches is not possible or supported
  - Check access to * r3.res.outlook.com for non-SSL traffic
- IPv6-capable devices
  - Check for end-to-end IPv6 support
  - Check for hardware emulation at the perimeter

Office 365 Best Practices Analyzer

Detailed scan results

All checks

- Directory Synchronization:Check if Active Directory objects have attributes that can cause blocking issues
  - Some of your Active Directory user accounts have attributes with unsupported characters or length. You have to fix the attributes before you activate direct
- Directory Synchronization:Check if directory synchronization has occurred in the last three hours
  - Directory synchronization hasn't occurred in the last three hours. Learn more.
- Exchange Server: Check to see if the on-premises mailboxes are using the default mailbox size policy
  - Some of the users in your organization are not using the default mailbox size policy. Make that these mailboxes don't exceed Office 365 size limits. Learn m
- Office 365 admin credentials: Check whether you have Office 365 tenant admin credentials to evaluate your environment
  - You have tenant admin credentials and can evaluate your Office 365 configuration. Learn more.
- Lync Server:Check if existing instant messaging applications need to be evaluated before you deploy Lync
  - No evaluation of existing instant messaging applications is needed before you deploy Office 365. Learn more.
- Directory Synchronization:Check whether User account displayName, lastName, and firstName attributes are valid
  - All your Active Directory user accounts meet the requirements for directory synchronization. Learn more.
- Directory Synchronization:Check whether you have to have a single logon forest to install directory synchronization
  - You don't have any Active Directory forest trusts that will block directory synchronization. Learn more.
- Directory Synchronization:Check if Active Directory domain functional levels are set to Windows Server 2003 or greater (for Directory Synchronization)
  - Your Active Directory domain functional levels are correctly set to Windows Server 2003 or above. Learn more.
- Port Check: Check to see if the Office 365 admin center endpoint is reachable from your on-premises environment
  - You can reach the administration endpoint for Office 365 from your on-premises environment. Learn more.
- Single Sign-On:Check if Active Directory domain functional levels are set to Windows Server 2003 or greater (for single sign-on)
  - Your Active Directory domain functional levels are correctly set to Windows Server 2003 or above. Learn more.
- Hybrid:Check whether the on-premises Exchange Servers are discoverable
- Port Check:Check if the identity endpoint is reachable from your on-premises environment
- Port Check:Check if the Lync SIP endpoint is reachable from your on-premises environment
- Port Check:Check if the Lync federation web endpoint is reachable from your on-premises environment
- Port Check:Check if the Office 365 email endpoint is reachable from your on-premises environment
- Port Check:Check if the PowerShell email endpoint is reachable from your on-premises environment
  - You can reach the Office 365 PowerShell endpoint from your on-premises environment. Learn more.
- Port Check:Check if the Office 365 single sign-on endpoint is reachable from your on-premises environment
  - You can reach the Office 365 single sign-on endpoint from your on-premises environment. Learn more.

Enter Office 365 credentials

Office 365 Credentials

Please enter your Office 365 Credentials.
These credentials will be used to check your Office 365 organization settings.
Clicking Cancel will skip Office 365 checks and run client checks only.

User name: Student101@lucernepubli

Password: ••••••••

OK Cancel

View results of checks

Demo: Office 365 OnRamp Tool

Network Connectivity Factors

- Subscribed Office 365 services
- Simultaneous client computer numbers
- Client computer tasks
- Internet browser performance
- Network segment and connection capacity
- Network topology and hardware capacity
- Number of simultaneous mailbox migrations
- Office 365 ProPlus installation and desktop setup
- Network Address Translation limitations

Module Review

- Introduction to Office 365
- Planning a Pilot
- Provisioning Tenant Accounts
- Enabling Client Connectivity

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